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line 14, after "to" ipsert --provide-- and after "support" insert --to--;

line 15, after "software" inseft --for example,--;

line 23, change "their" to --such--.

Page 2, line 1, detete "a";

line 2, delete "as a computer-related product";

line 3, change-"user's" to --user-- and after "returning" and "by mail" insert

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line 4, delete "after";

line 5, delete "filling in the form";

line 7, delete the line in its entirety;

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line 8, delete the line in its entirety and insert therefor -- Online registration

systems exist in which it is necessary to input, to the user's computer, ;-;

line 12, change "is" to --has been--;

line 13, delete "only";

line 16, change "in the" to --to complete-- and change "registration" to --registrations--;

line 19, after "difficult" insert --and/or tedious-- and after "and" insert --pay postage to--;

line 23, delete "a" and change "cost" to --costs--;

line 24, delete "information" and after "hand-written" insert—information--.

Page 3, line 7, change "but" to --and--;

line 13, delete "performing by a";

line 14, delete "user" and change "to make a" to --for--;

line 16, change "using by" to --providing--;

line 17, change "and the" to --along with--;

line 20, delete "a" (first occurrence) and change "for" to --to--.

Page 6, between lines 13 and 14, insert - Reference will now be made in detail to